

Quality of Service Scoring Matrix

RESPONSIVENESS

Average Number of Days to Install	
Performance	Score
0-3 days	3
4-10 days	2
>10 days	1
% Installation Appointments Missed	
Performance	Score
0-5%	3
6-10%	2
>10%	1
% Repair Appointments Missed	
Performance	Score
0-5%	3
6-10%	2
>10%	1

ACCESSIBILITY

Average Answer Time for Repair Service	
Performance	Score
0-25 seconds	3
26-50 seconds	2
>50 seconds	1
% Abandoned Calls to Repair	
Performance	Score
0-5%	3
6-10%	2
>10%	1

RELIABILITY

% Out of Service > 24 Hours	
Performance	Score
0-10%	3
11-20%	2
>20%	1
Average Repair Time	
Performance	Score
0-15 hours	3
16-30 hours	2
>30 hours	1

PUC 1308.04 Reports on Quality of Service	Category/Criteria	Res/Bus	Exceptions
<p>(1) The average number of days between date of request for service and installation of service;</p> <p>(See also 1308.04(b)) per DTC</p>	<p>Consensus not reached, some categorized as Customer Service and others as Network Reliability</p> <p>Verizon criteria: Verizon reports the % installation orders (including features) appointed within 3 days for Residence and Small Business. Based on calendar days.</p> <p>Bayring & other ILEC's criteria: The average number of days between date of request for service and installation of service is based on calendar days from the date the customer requests service until it is completed. The count includes business and residence requests. The count is not limited to dial tone installations.</p> <p>Dunbarton: Limited to dial tone installations</p> <p>ATTB criteria: Category: Customer Service. Based on calendar days, excluding Sunday (no installs performed). Current metric <u>includes</u> customer initiated delays.</p>	<p>Residence&Business</p> <p>ATTB: Residence only</p>	<p>Customer request later date No access Third party failure Natural Disaster/Acts of God Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC</p> <p>ATTB: Currently do not exclude above. Working on excluding Customer Request, Cust. Not Home and No Access.</p>
<p>(2) The percentage of installation appointments which the CLEC or ILEC failed to keep;</p>	<p>Consensus not reached, some categorized as Customer Service and others as Network Reliability and Customer Service.</p> <p>Verizon criteria: Limited to company misses. Dunbarton criteria: Limited to company misses. Dial tone only.</p>	<p>Residence&Business</p>	<p>Customer request later date No access Third party failure Natural Disaster/Acts of God Strikes/Work Stoppage</p>

	<p>Granite State criteria: Limited to company misses.</p> <p>Bayring & other ILEC's Criteria: Customer and company missed appointments. The percentage is not limited to dial tone installations.</p> <p>ATTB: Category: Customer Service. Currently include both Customer and Company missed appointments.</p>	ATTB: Residence only	<p>Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC</p> <p>ATTB: Currently do not exclude above. Working on excluding Customer Request, Cust. Not Home and No Access.</p>
(3) The average answer time to connect caller to repair service operator;	<p>Customer Service</p> <p>Reported by Verizon, MCT, TDS, ATTB, (World Com, ?) Bayring is filing a waiver for this as we have no method for measurement.</p> <p>Waivers granted to Dunbarton, GST, Bretton Woods, Union</p> <p>Verizon criteria: This data is compiled for the entire New England region combining residence and business. In New England, calls to repair are given the option up-front to use the automated system or hold for a repair representative. Once the caller decides to go to a live representative (by NOT pressing "1"), the Answer Time "clock" starts, and stops when the call is connected to a live agent. If the caller opts to use our automated system, that answer time is not measured in the calculation of average speed of answer.</p> <p>ATTB: Data is compiled for Northeast Region and includes both Massachusetts and New Hampshire. ASA measured once caller is in desired queue.</p>	<p>Residence&Business</p> <p>ATTB: Residence only</p>	<p>Natural Disaster Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC</p> <p>ATTB: Abandoned calls tracked separately. Other factors cannot be automatically backed out or tracked separately.</p>

<p>(4) The percentage of calls to a repair number that are abandoned;</p>	<p>Customer Service</p> <p>Reported by Verizon, MCT, TDS, ATTB, (World Com, ?) Bayring is filing a waiver for this as we have no method for measurement.</p> <p>Waivers granted to Dunbarton, GST, Bretton Woods, Union</p> <p>Verizon criteria: This data is complied for the entire New England region combining residence and business. Total Calls offered is determined by adding Answered by a Rep + abandoned + busies + completed in the automated system.</p> <p>ATTB: Data is compiled for Northeast Region and includes both Massachusetts and New Hampshire. ABA measured after customer is in desired queue. Total calls includes all calls offered once the customer is in the desired queue.</p>	<p>Residence&Business</p> <p>ATTB: Residence only</p>	<p>Natural Disasters Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC</p> <p>ATTB: Abandoned calls tracked separately. Other factors cannot be automatically backed out or tracked separately.</p>
<p>(5) The percentage of service outages lasting longer than 24 hours;</p>	<p>Consensus not reached, some categorized as Customer Service and others as Network Reliability and Customer Service.</p> <p>Based on calendar days; 24 hour clock;</p> <p>Verizon criteria: This measures the percent of Out of Service troubles not cleared within 24 hours for all switched access lines.</p> <p>Bayring & other ILEC's criteria: The percentage of service outages lasting longer than 24 hours is based on calendar days between the time the customer reports an outage until it is repaired. The time is</p>	<p>Residence&Business</p>	<p>Customer request later date No access Third party failure Natural Disaster/Acts of God Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC CPE Inside Wire</p>

	<p>based on a 24-hour period to repair service, and includes business and residence requests.</p> <p>ATTB: Category: Network Reliability. Calendar days, 24 hour clock.</p>	ATTB: Residence only	ATTB: Currently track customer caused, third party caused. May be able to track broader categories of weather, natural disaster/fire and commercial power failure in the future. TBD.
(6) The average length of repair time, which means the time elapsing from the time trouble is reported until the time trouble is cleared; and	<p>Consensus not reached, some categorized as Customer Service and others as Network Reliability and Customer Service</p> <p>Based on calendar days; 24 hour clock;</p> <p>Bayring & other ILEC's criteria: The average length of repair time which means the time elapsing from the time trouble is reported until the time trouble is cleared, the time is based on a period of 24 hours to repair. The number of days is based on the calendar, and includes business and residence requests.</p> <p>ATTB: Category: Network Reliability. Calendar days, 24 hour clock.</p>	<p>Residence&Business</p> <p>ATTB: Residence only</p>	<p>Customer request later date No access Third party failure Natural Disaster/Acts of God Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC Trouble found to be on customer side of NID</p> <p>ATTB: Currently track customer caused, third party caused. May be able to track broader categories of weather, natural disaster/fire and commercial power</p>

			failure in the future. TBD.
(7) The percentage of repair appointments which the reporting CLEC or ILEC failed to keep.	<p>Consensus not reached, some categorized as Customer Service and others as Network Reliability and Customer Service</p> <p>Verizon criteria: Limited to company misses. MCT criteria: Limited to company misses. TDS criteria: Limited to company misses. Dunbarton criteria: Limited to company misses. Granite State criteria: Limited to company misses.</p> <p>Bayring & other ILEC's criteria: The percentage of repair appointments which the reporting ILEC failed to keep includes business and residence requests. The percentage includes both customer-missed appointments and company missed appointments.</p> <p>ATTB: Category: Customer Service. Not currently tracked. Will attempt to implement as set forth in #2 above. (Currently include both Customer and Company missed appointments.)</p>	<p>Residence&Business</p> <p>ATTB: Residence only</p>	<p>Customer request later date No access Third party failure Natural Disaster/Acts of God Strikes/Work Stoppage Terrorism Catastrophic Events Extreme Weather Conditions Unsafe Conditions Waiver Granted by NHPUC Trouble found to be on customer side of NID</p> <p>ATTB: See #2 above. (Currently do not exclude above. Working on excluding Customer Request, Cust. Not Home and No Access</p>
(b) CLECs and ILECs may file with the commission, in addition to the information listed in (a) above, information as to the average number of days between the customer-requested date for installation of service and the actual date of installation.			

Quality of Service Template

Name, Address, Telephone Number, Web Site Link and Other Contact Information

General Description of Business

Description company, type of carrier (ILEC, CLEC, facilities-based, resale, etc.), service areas, types of service offered, services emphasized (residential/business; data/voice; switched/non-switched; etc.), approximate size (e.g. serves more than X access lines)

Quality of Service Scores

Scores are compiled from information submitted by the carrier to the Public Utilities Commission, with 3 being the highest score and 1 being the lowest. Narrative explanations have been furnished by the carrier.

Responsiveness: Score ____ out of 3.

Narrative explanation of special circumstances and exceptions reflected in data reported by the carrier:

This score represents information regarding the average number of days to complete an installation request, the percentage of installation appointments missed and the percentage of repair appointments missed.

Accessibility: Score ____ out of 3.

Narrative explanation of special circumstances and exceptions reflected in data reported by the carrier:

This score represents the average answer time of a call to repair (in seconds) and the percentage of repair calls that are abandoned.

Reliability: Score ____ out of 3.

Narrative explanation of special circumstances and exceptions reflected in data reported by the carrier:

This score represents the percentage of service outages lasting longer than 24 hours and the average completion time for all repair requests (in hours).